

Elsenham Surgery Newsletter

Newsletter September
2015

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*Saturday Morning
Opening*

Starting 3rd October 2015

Introduction

Welcome to our September edition of our Newsletter. We are pleased to announce in this month's issue there are a number of exciting changes happening at the Surgery including Saturday Morning opening and Saturday Flu clinics. Please see the relevant section for more details. We are also pleased to note that there has been a considerable increase in demand for this newsletter so we have set up an electronic version. To register for your free copy and to join the circulation list please visit our website. www.elsenhamsurgery.nhs.uk

Saturday Morning Opening

We are pleased to announce that from 3rd October we will be offering appointments on Saturday mornings. The surgery will be open every other Saturday from 9:00am – 12:00 Noon. All the appointments will be pre-bookable in advance. Unfortunately, we will not be able to book any urgent appointments on the day or make any home visits. The regular Out Of Hours Doctor Service will be available as usual and for anything that cannot wait until the Surgery re-opens should be directed to the usual way to the 111 service.

This service is for fully registered patients of the surgery only.

The reason for this initiative is that although the Partners and the Patient Participation Group are working hard to meet our patients' needs we feel more can be done. We are particularly concerned about patients who find it hard to access the surgery during normal surgery hours and therefore are seldom seen. We would like to stress our regular Monday - Friday "urgent for the day" service remains unchanged and all registered patients are welcome to book Saturday morning appointments.



Complaints and Praise

We are always seeking feedback from our patients and looking for ways to improve our service.

Many of you will be aware of the Friends and Family Test we are running. This test asks one simple question, "Would you recommend this Surgery to your friends or family". So far we are pleased to report 99% of the responses we have received would either be "Extremely Likely" or "Likely" to recommend our surgery.

Praise: We were very pleased to receive 2 compliments via the NHS Choices website, which we have shared with all the staff with the Surgery.

Complaints: We have received one complaint this month which we are investigating – All Learning Outcomes will be shared with the staff.

"How to make a Complaint" Leaflets are available in the waiting room. These also include details of what to do if you are dissatisfied with the outcome of your complaint and how to contact PALS. (Patient Advice and Liaison)

Complaints and Praise

Changes to the waiting room - Update

We had been considering two options:

- 1) Convert the children's waiting area into an admin room for the Practice Manger, Deputy Practice Manager and Accounts Clerk.
- 2) Convert the main waiting room into an office by inserting a new wall. This option would also improve the confidentiality issues we have at present regarding the serving window.

Either plan would create a much needed extra consulting room and additional storage space for medical notes.

We have decided that converting the play area would be the best option and be the least disruptive to the surgery.

The next phase will be to arrange for the new telephone extensions to be fitted and then the alterations can commence.

Patient Participation Group

The Patient Participation Group is open to all fully registered patients of the practice and staff.

At present Dr. Whooley and Karen Greaves the Practice Manager are the Surgery representatives and attend all the meetings.

The current group meets on a monthly basis and the meetings are held in an informal way here at the Surgery.

At present the group is working on the patient satisfaction questionnaire for 2015, which is being led by Deborah Bland.

We have received a total of 73 responses to date but the figure is still rising. Once we are sure all the questionnaires have been returned we will publish the results.

The PPG will be running a cake stall to raise funds for the additional medical equipment the surgery will need after the refit.

The stall will be held in the Surgery on the 21th September from 10:00a.m - 12 Noon. All are welcome.

The next meeting of the PPG is here at the Surgery on the 22nd September 2015 at 7:00pm.

If you are interested in finding out more about the work of the group or would like to join us please email Karen Greaves

kgreaves1@nhs.net



Did Not Attend.....

All surgeries have a problem to some extent with patients not attending or cancelling their appointments. We are fortunate not to have many persistent offenders and in general patients are very considerate and do cancel their appointments so that others can use them.

Although, there will always be a few unforeseen circumstances whereby it is impossible to cancel an appointment in advance the majority of the 139 appointments lost in August could have been re-used!

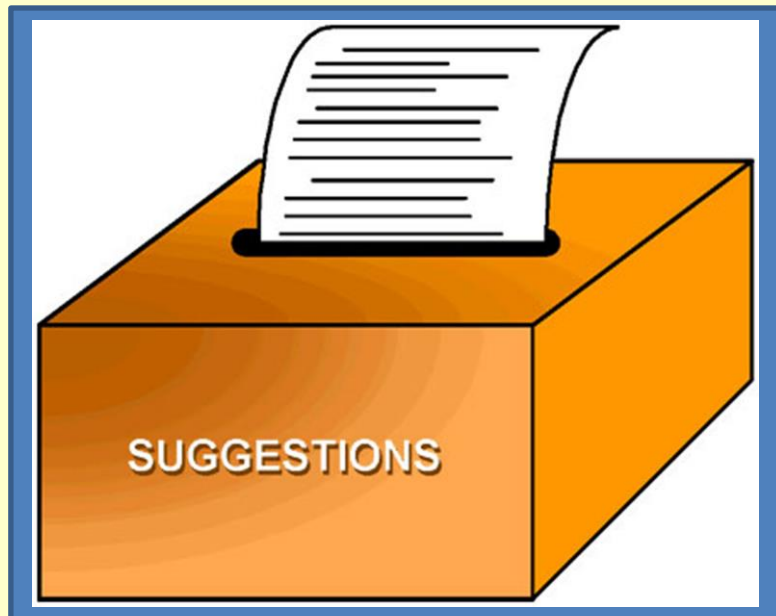
To assist patients we do have a dedicated cancellation answer machine service available 24 hours a day. To leave a message on the answer machine please call 01279 814730 and follow the prompts.

Please remember it is highly likely we can re-book your slot even at very short notice.

Suggestion Box

We have for many years had a "Suggestion Box" on the Reception Counter. Sadly this box is seldom used.

We would like to bring the box to your attention and urge you use it.



The Doctors Bag – Local Groups

Do you want to lose weight or get fitter for free?

If so, as a patient of this surgery, we are pleased to offer you a free place on an NHS weight management programme running in this area.

Concerned about your weight?

Being overweight increases your risk of a range of health problems such as:

- Diabetes
- Hypertension (high blood pressure)
- Coronary Heart Disease
- Stroke
- Osteoarthritis

If you have been diagnosed with one of these conditions, losing weight and getting fitter can help improve your condition and reduce health risks.

Which programme is right for you?

The NHS is offering two programmes to help you manage your weight effectively. These programmes are not quick fix diets, but will help you develop a lifestyle which will help you lose weight now and keep it off for the future. Our highly successful programmes have been running in Essex for 10 years, are evidence based, with proven long term outcomes.



There is **NO CHARGE** to attend these programmes, but we do ask that you are motivated and ready to make changes.

For further information and to find your nearest group please call the weight management helpline. **0800 022 4524**

Flu Clinics

We are pleased to announce we will be offering two flu clinics on Saturday 3rd and the 17th of October.

A free flu vaccination is available to all fully registered patients of the surgery aged 65 and over, children aged 2,3,4, on the 21st August 2015, pregnant women and carers.

In addition, patients over 6 months old with any of the following are also eligible:

- Asthma
- COPD
- Heart Disease
- Chronic Kidney Disease
- Liver Disease
- Chronic Neurological Disease
- Diabetes
- Asplenia

Please call reception on 01279 814730 to check eligibility and to book an appointment

Dates for the Diary

Event	Date
T-4-2 Coffee Morning for Dementia – At the Bowls Club Elsenham	7 th September 10:00 – 12:00 Noon
Cake and Coffee at the Surgery	21 st September
Patient Participation Group Meeting	22 nd September 7:00pm
Flu Clinic	3 rd October
1 st Saturday Morning Surgery	3 rd October
Flu Clinic	17 th October
2 nd Saturday Morning Surgery	17 th October
Visit from Alzheimer's Society	31 st October.

Care for Carers

We are starting a Care for Carers group. The aim of the group will be to provide a support network for all local carers. The group will meet once a month here at the surgery and is open to carers across all conditions and disease types. If you would like further information please contact Karen Greaves on 01279 818006 or email kgreaves1@nhs.net

Drop In Sessions

Self Help Drop - in Sessions:

We are delighted that the Alzheimer's Society has agreed to host our first drop in session on Saturday 31st October 2015. If you would like to know more about this disease or would like to find out what support is available locally then please come along to the Surgery between 10:00 and 12 Noon.

Contact Information

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If you would like to receive a copy of this newsletter by email, please register your details on our website www.elsenhamsurgery.nhs.uk .

Thank You

Karen Greaves
Practice Manager